



FORUM

Facts, Outcomes, & Research... Useful for Managing

CRIME VICTIM ADVOCACY SURVEY

BY KERI-ANNE JETZER

Governor Locke's Executive Order 03-01 directs each state agency to enhance service delivery. The Department of Corrections (DOC) has a goal to reduce victimization. As a way of working on both topics, DOC assessed service delivery to crime victim service providers. Impartiality and ownership of a service provider database prompted the choice of the Department of Community, Trade and Economic Development's Office of Crime Victim Advocacy (OCVA) as survey administrator.

In February 2004, OCVA emailed approximately 250 surveys. A total of 60 surveys were completed and returned, affording a 24 percent return rate. Analysis indicated that the majority of the respondents were: government-based and community-based agencies; provided direct victim services in rural areas; employed 6-25 people; have been in existence for over ten years; and/or have held six or more contacts with DOC.

Government-based agencies were mostly located on the eastern side of the state, while community-based agencies were mostly located on the western side of the state.

Satisfaction of service provided through various DOC contacts (see Table) was evaluated on a scale consisting of 0 (Not Applicable), 1 (Poor), 2 (Fair), 3 (Good) and 4 (Excellent). At the most, just over one-third (21) of the 60 respondents answered these satisfaction questions. Overall, satisfaction of service provided through various DOC staff averaged between 3 and 4. The two exceptions were contact with Risk Management Specialists and with prison staff, both of which averaged 3 or slightly below. Note that only four agencies responded as having had frequent contact with Risk Management Specialists. Calculating the average of a small group of numbers allows extreme responses (very low or very high) to have a greater effect, thereby allowing the average to be pulled up or down easily. This means that one respondent with a very high (4) or very low (1) score could have easily affected the average of the combined scores.

Satisfaction results by agency type showed that government-based agencies, with an average between 3 and 4, had greater satisfaction with DOC services than community-based agencies, with an average between 2 and 4.

Doc Contacts	Overall Avg N		Govt. Avg N		Comm. Avg N		Other Avg N	
Community Corrections Officer	3.4	21	3.5	13	3.4	6	3.0	2
Community Victim Liaisons	3.4	11	3.6	6	3.3	4	2.1	1
Victim Witness Notification Program Staff	3.4	8	3.6	7	0	0	2.0	1
Risk Management Specialist	3.0	4	2.8	2	3.5	2	0.0	0
Prison Staff	2.9	9	3.4	4	2.5	4	3.0	1
Other Staff	3.4	7	3.4	4	4.0	1	3.2	2

Respondents ranked DOC priorities, as they perceived them, and satisfaction of priority fulfillment. The priorities of DOC as perceived by all responding agencies were as follows:

Government-based agencies - 1) Community supervision of offenders; 2) Monitoring offenders for compliance; and 3) Incarceration of offenders. **Community-based agencies** - 1) Incarceration of offenders; 2) Community supervision of



FOR YOUR INFORMATION..

PUBLICATION OF THE MONTH

Read the Bureau of Justice Statistics report on victimization of women entitled Violence Against Women: Estimates from the Redesigned Survey. Available online at <http://www.ojp.usdoj.gov/bjs/pub/pdf/femvied.pdf> or in print in the Budget, Research and Strategic Planning library on the 3rd floor at Headquarters.

WEB SITE OF THE MONTH

Victim Services at http://www.doc.wa.gov/CPU/victim_svcs.htm

DEFINITION OF THE MONTH

Baseline Data: Initial information on a program collected prior to receipt of services or activities. Baseline data are often gathered through interviews and observations and are used later for comparing measures that determine changes in a program.

DOC MONTHLY STATISTICS AS OF FEBRUARY 28, 2005

CONFINEMENT POPULATION17,348

Total Confinement15,688

Work Release672

In State Rented Beds461

Out of State Rented Beds527

COMMUNITY CORRECTIONS POPULATION

ACTIVE SUPERVISION27,871

RMA7,439

RMB6,515

RMC2,285

RMD9,976

Unclassified1,559

MONETARY118

INACTIVE STATUS16,554

ESCAPES FROM SECURITY LEVELS 2-5, FOR FY05

	Date	Type	Return
Coyote Ridge CC	07/14/04	Facility	07/15/04
Olympic CC	08/13/04	Facility	-----
WCCW	11/04/04	Work Crew	11/04/04
Larch CC	12/20/04	Work Crew	01/30/05
Tacoma PR	01/19/05	Facility	02/22/05

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Webpages, under Budget and Research, on the DOCNET homepage

offenders; and 3) Re-entry of offenders following confinement tied with community safety/crime reduction.

Satisfaction in fulfillment of these perceived priorities produced an overall average score of 2.5. The government-based agency average was 2.8 and the community-based agency average was 2.2.

There is a definite difference in satisfaction levels between government- and community-based agencies and perceived priorities of DOC. These survey results will provide a baseline on which to compare future surveys.

The entire report, with all the survey questions included, can be found on the internet under the Community Protection Unit's Victim Services website or the Budget, Research, and Strategic Planning website. It is also available on the intranet by clicking on Budget and Research, Publications, Crime Victims Service Providers Survey November 2004.